



## MEMORANDUM

TO: Agency Telecommunications Coordinators

FROM: Theresa Starling, Provisioning Manager  
CMS Division of Telecommunications

DATE: February 18, 2004

SUBJECT: Required 911-Inventory and Verification

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Effective September 2002, all communities in the State of Illinois were required to have some type of 911 service. Many have what is referred to as "Enhanced 911" service wherein the 911 call-taker is automatically provided the location and phone number of the telephone used to make the 911 emergency call. The Department of Central Management Services (CMS) has been working to verify and correct all State of Illinois addresses and telephone line locations in our "Management of Network Income Expense Services" (MONIES) database. This database is the source for addressing information sent to the Public Safety Answering Point (PSAP) in the event 911 is dialed from a State telephone. The CMS staff utilizes MONIES to update all local telephone company records so when a 911 call is made from a State telephone line, the local telephone company provides location information to the PSAP. Enhanced 911 is an excellent emergency response tool, so it is critical that the location information in our database is accurate.

For the past two years the CMS and SBC technicians have been taking a physical inventory of telephone lines at the larger agency sites. As a Telecommunications Coordinator, you must now complete an inventory of the telephone lines in your agency's buildings with 100 lines or less. This process, monitored by the CMS Division of Telecommunications, requires your immediate attention and support in addition to an on going commitment to keep the information in MONIES up to date and accurate.

Enclosed are the printouts of your agency locations with 100 lines or less. Attached to each building printout is a 911-form that must be thoroughly completed and returned to CMS. We have scheduled a meeting to discuss the telephone inventory process and the 911-form completion. The meeting will be held at 1:30 p.m. on Thursday, March 4, 2003, at the Capitol City Center, 130 West Mason Street, Springfield, Illinois. All 911-forms (confirming location information and noting any changes) must be returned to CMS no later than April 9, 2004. If we do not receive any response from your agency, we will assume the current MONIES inventory information is correct.

CMS must preserve the integrity of the MONIES database since this issue affects the safety of all state employees. Therefore it is critical that no agency handle its own telecommunications work, and instead, requests all telecommunications activity go through CMS by submitting a Telecommunications Service Request (TSR) form. This will ensure the MONIES database is up to date and accurate.

I thank you for your assistance in completing the 911 inventory verification and encourage you to submit changes and updates as early as possible since CMS will waive the change fee (\$7.50) for all corrections submitted by April 9, 2004. After this date, change orders will be billed at \$ 7.50 per line.

If you have any questions regarding the 911 inventory, please contact Pete Enno at (217) 558-6888 or by e-mail at [peter\\_enno@cms.state.il.us](mailto:peter_enno@cms.state.il.us). You may also direct inquiries to Jeff Emmett at (217) 558-6279 or to [jeff\\_emmett@cms.state.il.us](mailto:jeff_emmett@cms.state.il.us).

